

LABELS

by the bay

RETURNS FORM

Please complete this form and send back to us with your item so that we can process your request as quickly as possible.

Customer Name (As per order): _____

Order ID: _____

RETURN ADDRESS:

Labels by the Bay, Att: Returns, Shop 77 Stocklands Shopping Centre, 90 Middle Street, Cleveland, Qld, Australia, 4163

QTY	PRODUCT CODE	PRODUCT DESCRIPTION	COLOUR	REASON CODE	SIZE
REASON FOR RETURN CODE					
1. FAULTY	2. WRONG SIZE	3. EXCHANGE	4. CHANGE OF MIND	5. OTHER	

REQUEST DETAILS:

Please note, we cannot guarantee that the requested item for exchange will still be available on receipt of your return.

WE RECOMMEND YOU PURCHASE TRACKING – SO YOU CAN VERIFY YOUR RETURN MADE ITS WAY BACK TO US. RETURNS MAY TAKE UP TO 5 BUSINESS DAYS TO PROCESS.

07 3821 6016

www.labelsbythebay.com.au info@labelsbythebay.com.au
Mon-Fri 9 am – 5:30 pm Sat 9 am – 4 pm Sun 10 am – 2 pm



RETURNS POLICY

We want to make sure you're happy with your purchase. If the item you purchase is the wrong size, doesn't fit you, or doesn't suit, Labels by the Bay will happily offer you a store credit or exchange. Please send us your return with a completed returns form within 14 days of purchase. We will offer you an exchange or store credit, provided:

- The item(s) still has the original tags and labels intact.
- The item(is) is unwashed and unworn in its original packaging
- You request the exchange or credit within 14 days of receiving your item
- The item is not a sale item
- You can provide proof of purchase.
- That the item you request is available (if exchanging). Should the item you request for exchange be unavailable, we will issue you with a store credit note.

Please note, we do not offer refunds for change of mind.

Return postage costs

Return postage costs will be at your expense, unless item/s received are damaged, faulty or not as ordered. By placing an order with Labels by the Bay, you are responsible for all original shipping charges, custom import fees and the cost of return shipping. Free Shipping only refers to the original order(s) and not on any returned or exchanged shipping.

Faulty goods

Items are quality-checked before shipping to you, and we make every effort to ensure you receive a garment which is in good condition and matches your order.

An item is considered faulty if:

1. There is a manufacturing fault/s.
2. The item is different from that which was ordered.

If your return item(s) is faulty, Labels by the Bay will reimburse you return postage costs. Please include your postage receipt with your items upon return. While we will refund postage for faulty items we cannot accept liability until items are received and have been confirmed as faulty.

Please note, we do not offer an exchange, credit or refund on sale items, unless the item is faulty.

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